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ABSTRACT

Each December, Gateway Community-Technical College (GCTC), in Connecticut, surveys graduates from the previous spring to determine their educational outcomes, employment status, and perceptions of GCTC's programs and services. In 1993, 457 degrees and certificates were awarded. Of these graduates, 255 responded to the survey, creating a sample that was 65.5% female, 82% white, and had graduated with an average of 61.3 credits. Survey findings included the following: (1) 37.3% indicated transfer as an educational goal, 24.3% indicated career change, and 19.2% indicated training for a first job; (2) over 75% of the students intending to transfer and of those seeking to change careers achieved their goal, compared to 92% of those seeking training for a first job; (3) 76.5% of the respondents were employed while attending college, while 54.9% had attended GCTC full-time; (4) 81% indicated that they rarely or never participated in extracurricular activities; (5) 44% were currently continuing education at another college or university, 31% in public and 34% at private in-state schools; (6) 53% were currently employed full-time; (7) with respect to evaluations of college programs and services, the highest ratings were given to the accuracy of academic records, the quality of texts used, and faculty understanding and depth of subject; and (8) conversely, the services receiving the lowest ratings were parking, the cafeteria, events, and registration. The survey instrument, a comparison of findings for GCTC and the entire state technical college system, and tabled responses regarding the evaluation of program and services are appended. (KP)

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REPORT # 94-1

1993 GRADUATE SURVEY

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SURVEY OF 1993 GRADUATES

Introduction

This report details the results of the 1993 Graduate Survey. This survey is administered annually in December to all degree and certificate recipients from that year's graduating class. In May 1993, 457 degrees and certificates were awarded; 255 students (55.8%) responded to the survey. This report is based on those responses. Compared to our sister institutions, Gateway's response rate was higher than the system average of 47.8 percent; it was also higher than our 51.2 percent return rate for the 1992 Graduate survey. This was the first year that there was no differentiation by campus; any comparisons for previous years' results will reflect this and will be institution-wide. A copy of the survey instrument is included as Appendix A.

Demographics

Although women represent 60 percent of the college's enrollment, they represented 57 percent of the 1993 graduates, but almost two-thirds (65.5%) of the respondents. While White students represent 71 percent of the enrollment, they represented 83 percent of the 1993 graduates and 82 percent of the survey respondents.

On average, the 255 respondents to this survey graduated with 61.3 credits earned and a QPA of 3.23. [SYSTEMWIDE: 59.1 CREDITS; 3.15 QPA]

Part I: Goals, Education and Employment

The largest segment of the respondents (37.3%) indicated that their goal was to transfer to a four year college or university; more than three-quarters of this group believed that they achieved this goal. Career change was the next most selected goal (24.3%); about three-quarters again indicated they achieved their goal. Occupational training for a first job was next with 19.2 percent of the respondents; 92 percent indicated they achieved this goal. Skills improvement (8.2%) and personal enrichment (7.5%) were at the end of the list; however, 90.5 percent of the former and 100 percent of the latter indicated they had achieved their goal. Overall, 82.8 percent of the respondents indicated they achieved their goal while attending college [SYSTEMWIDE: 82.9%]. Following is the percent achievement rate for each of the five goal choices: Transfer credit (77.9%); Occupational Training (91.8%); Professional/Skills Improvement (90.5%); Career Change (74.2%); or Personal Enrichment (100%).

Almost one-third (31.8%) had some college before they began their program at GCTC; another 12 percent possessed a college degree or certificate [SYSTEMWIDE: 43% SOME COLLEGE OR DEGREE].

More than three-quarters of the respondents (76.5%) were employed while attending the college: 35.7 percent were employed full time; 40.8 percent were employed part-time [SYSTEMWIDE: 82.2%; 38.2% AND 44%, RESPECTIVELY].

More than half (54.9%) attended predominantly full-time; 26 percent of the respondents attended primarily in the evening, 36 percent attended during the day and 38 percent attended a combination of day and evening [SYSTEMWIDE: 49%, 31%, 27%, AND 41%; FULL-TIME, DAYS, EVENINGS, AND COMBINATION, RESPECTIVELY]. Four out of five respondents (81.6%) Rarely or Never participated in extracurricular activities. This is slightly higher than the system average of 78.8 percent.

Forty-four percent of the respondents (113) indicated they were continuing their education at another college or university [SYSTEMWIDE: 45%]: 38 (34%) are at a private four-year school in-state, followed by one of the schools in the CSU system (35; 31%) or a community-technical college (23; 20%). Three are going to school out of state, two are at Charter Oak State College, one is at UCONN, and the remaining nine either did not respond or are attending some other postsecondary institution.

Most of these respondents (61%) also indicated that their current major is the same as or related to their GCTC major [SYSTEMWIDE: 56%]; 13 percent [SYSTEMWIDE: 19%] are in an unrelated major and 26% did not respond. Seventy-four percent indicated their education at GCTC was either adequate or excellent [SYSTEMWIDE: 73%]--only one respondent indicated inadequate preparation.

Fifty-three percent of the respondents are currently employed full-time while 22 percent are employed part-time [SYSTEMWIDE TOTAL: 79%]; 11 percent are seeking employment and 12.5 percent are not seeking employment. Regarding current employment: almost 18 percent had this job before attending college and 22 percent found this job while attending; almost one-third (31.4%) were hired for this job after graduation [SYSTEMWIDE: 22%, 22% AND 29%, respectively]. The remainder indicated not applicable or did not respond. Thirty-one percent indicated their education here helped them get their current job; 12.5 percent indicated it helped them get a salary increase; nine percent indicated it helped get them a promotion. About 37 percent indicated their education helped their career in some way; slightly more than one-third (37.6%) indicated that their job was related to their educational program.

[A tabular presentation of the results of this section of the Graduate Survey is included as Appendix B]

Part II: Evaluation of Programs and Services

In this section of the questionnaire, graduates were presented with specific statements about the college with which to agree or disagree. All of the items consisted of a positive statement about some aspect of the college. Graduates indicated their level of agreement with these statements according to the following scale, SA=Strongly Agree (+2); A=Agree (+1); D=Disagree (-1); and SD=Strongly Disagree (-2). The NR column indicates that there was either no response or no basis to evaluate the statement; a weight of 0 was applied to this response.

Tables presenting the evaluation of programs and services are included as Appendix C. The numbers in each of the cells refer to the percentage of respondents so indicating that level of agreement. For 25 of the 68 measures, more than 20% of the respondents indicated "not available/not used" or "no response." [A table showing the evaluation measures for which more than 20 percent of the respondents answered NR is included as Appendix D.] For some measures, such as tutoring, computer labs, science labs and/or engineering labs, programmatic differences should be considered a deciding factor.

There also was a clustering of evaluation measures for which there was the high no-response rate: none of the Course, Faculty, Library, or Bookstore measures were included. Five of the six Counseling measures were included--only the measure regarding course and program advice (18.1% Not Used/No Response) was below the 20 percent mark; all of the Computer Lab measures, all the Learning Lab/Tutoring measures; all seven Student Life measures; and two of the 13 Administration measures [transcripts to other institutions/employers and financial aid information] were noted as more than 20 percent Not Used/No Response.

For the first time, College specific questions regarding General Education, Job Seeking Skills and Transfer Information were included in the survey (see Table 8). The General Education questions were posed to elicit responses regarding specific aspects of the goals of the general education core courses. There was high positive agreement (70 to 85 percent agree or strongly agree) that the courses in the various area did achieve their stated goals. It should be noted that from 3.9 percent to 9.1 percent of the respondents disagreed that their general education courses achieved the stated goals.

For the job seeking skills workshops and adequate transfer information, their was about a 50 percent response rate (45.5% and 56.5%, respectively). Of those responding, most agreed that they received the skills they needed and were prepared to look for employment or they received adequate transfer information.

For those evaluation measures that more than half the respondents answered, the five measures receiving the highest rating--most strongly agreed--were, in order:

	GCTC	SYSTEMWIDE
Academic records are accurate	1.27	1.24
Texts covered the material	1.24	1.16
Faculty understanding & depth of subject	1.23	1.31
Maj courses provided me info to succeed	1.21	1.16
Library staff available & helpful	1.20	1.16

The five measures receiving the lowest rating--most strongly disagreed--were, in order:

	GCTC	SYSTEMWIDE
Parking space adequate	0.35	0.05
Cafeteria food acceptable	0.41	0.68
Events varied & interesting	0.44	0.71
Registration process efficient	0.48	0.42
Felt integral part of the student body	0.49	0.52

Overall, the mean scores for the 68 items ranged from a high of 1.27 to a low of 0.35. Forty of the 68 evaluation measures had a mean score of less than 1.00, indicating that while there was agreement on these measures, a significant number of respondents disagreed to pull the average below consensus agreement. There were no measures that had negative mean scores this year.

A table showing the number of respondents and mean scores for each evaluation measure is included as Appendix E.

APPENDIX A

The Community-Technical College 1993 Graduate Survey

CONNECTICUT COMMUNITY-TECHNICAL COLLEGES

SURVEY OF GRADUATES

SECTION 1

ALL 1993 graduates complete this section.
Please circle the ONE response that best describes your situation.

A. When you were attending our college, what was your primary goal? (circle one)

- 1 FOUR-YEAR COLLEGE/UNIVERSITY TRANSFER CREDIT
- 2 OCCUPATIONAL TRAINING FOR FIRST JOB
- 3 PROFESSIONAL IMPROVEMENT/IMPROVEMENT OF SKILLS IN PRESENT JOB
- 4 PREPARE FOR A CAREER CHANGE
- 5 PERSONAL ENRICHMENT

B. Was your goal achieved? (circle one)

- 1 YES
- 2 NO

C. At the time you began your studies at our college, what was the highest level of education you had completed? (circle one)

- 1 GED
- 2 HIGH SCHOOL DIPLOMA
- 3 SOME COLLEGE
- 4 COMMUNITY-TECHNICAL COLLEGE CERTIFICATE
- 5 ASSOCIATE DEGREE
- 6 BACHELORS' DEGREE
- 7 MASTERS' DEGREE
- 8 DOCTORATE OR PROFESSIONAL DEGREE
- 9 OTHER _____

D. While attending our college were you usually employed (circle one)

- 1 FULL-TIME (35 OR MORE HOURS PER WEEK)
- 2 PART-TIME (20 - 34 HOURS PER WEEK)
- 3 PART-TIME (LESS THAN 20 HOURS PER WEEK)
- 4 NOT EMPLOYED

E. While attending our college were you usually enrolled (circle one)

- 1 FULL-TIME (12 or more credits per semester)
- 2 PART-TIME (less than 12 credits per semester)

F. Did you usually attend (circle one)

- 1 DAYS
- 2 EVENINGS
- 3 BOTH DAY AND EVENING
- 4 WEEKENDS

G. To what extent did you participate in extra-curricular activities?

- 1 OFTEN
- 2 SOMETIMES
- 3 RARELY
- 4 NEVER

H. What is your current occupational status? (circle one)

- 1 MILITARY SERVICE, FULL-TIME
- 2 FULL-TIME EMPLOYMENT (35 OR MORE HOURS PER WEEK)
- 3 PART-TIME EMPLOYMENT (LESS THAN 35 HOURS PER WEEK)
- 4 UNEMPLOYED (BUT ACTIVELY SEEKING EMPLOYMENT)
- 5 UNEMPLOYED (NOT ACTIVELY SEEKING EMPLOYMENT)

If you are unemployed (not actively seeking employment) please indicate the reason:

- 1 DISABLED
- 2 CARING FOR DEPENDENTS
- 3 STUDENT
- 4 RETIRED
- 5 OTHER _____

I. What is your current educational status? (circle one)

- 1 FULL-TIME STUDENT
- 2 PART-TIME STUDENT
- 3 NOT A STUDENT

STUDENTS, GO ON TO SECTION 2
NON-STUDENTS, SKIP TO SECTION 3

SECTION 4

ALL 1993 graduates: Please evaluate College Programs and Services.

Circle ONE response for each item being evaluated.

A. COURSES

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	DIDN'T USE OR NOT AVAILABLE
Courses in my major provided the information I need to succeed in this field.	1	2	3	4	0
There was an adequate number of courses to select from to fulfill my major.	1	2	3	4	0
Required courses were available at convenient times for me.	1	2	3	4	0
In most of my major courses, grades generally reflected effort and quality of performance.	1	2	3	4	0
Tests adequately covered the materials presented in the courses.	1	2	3	4	0
Textbooks and other materials were appropriate to each course in content and level of writing.	1	2	3	4	0
There were a number of useful and interesting courses outside the major from which to choose electives.	1	2	3	4	0

B. FACULTY

Most faculty showed an understanding and depth of the subject matter they were teaching.	1	2	3	4	0
Most faculty clearly expressed and related the concepts of the material they were teaching.	1	2	3	4	0
Most faculty members assisted me in meeting my educational goals.	1	2	3	4	0
Most faculty members showed concern for me as an individual.	1	2	3	4	0
Most faculty members were available to me outside of class.	1	2	3	4	0

C. COUNSELING

Adequate counseling existed to help me explore career opportunities for my future.	1	2	3	4	0
Adequate counseling existed to help me deal with personal problems.	1	2	3	4	0
Course and program advice I received helped me clarify and achieve my educational goals.	1	2	3	4	0
Adequate Career Services were available to me on campus (career counseling, job search workshops, etc.).	1	2	3	4	0
Job placement services met my needs.	1	2	3	4	0

If not, why not? (use additional sheet if necessary) _____

Counseling personnel were usually helpful and understanding.	1	2	3	4	0
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D. LEARNING RESOURCES

The college library contained the materials I needed to complete most course assignments.	1	2	3	4	0
The college library was open at convenient times for me while classes were in session.	1	2	3	4	0
The library staff was generally available and helpful.	1	2	3	4	0
Most of the time, the library was a good place to study.	1	2	3	4	0
The Computer Labs had the software I needed to complete course assignments.	1	2	3	4	0
The Computer Labs had an adequate number of workstations available.	1	2	3	4	0

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SECTION 2

If you are currently a Student: Please fill out this section.
If you are not a student, go to Section 3.

J. Name of college/university in which you are presently enrolled. _____

K. What is your present class status at the institution named above? (circle one)

1 FRESHMAN
2 SOPHOMORE

3 JUNIOR
4 SENIOR

5 MASTERS OR PH.D. CANDIDATE
6 OTHER (NON-DEGREE, ETC.)

L. What is your present major? _____

M. Is your present major

1 THE SAME AS YOUR COMMUNITY-TECHNICAL COLLEGE DEGREE MAJOR?
2 RELATED TO YOUR COMMUNITY-TECHNICAL COLLEGE DEGREE MAJOR?
3 NOT RELATED TO YOUR COMMUNITY-TECHNICAL COLLEGE DEGREE MAJOR?

N. How do you rate your Community-Technical College education as preparation for your present college studies? (circle one)

1 EXCELLENT PREPARATION
2 ADEQUATE PREPARATION
3 INADEQUATE PREPARATION

O. How many credits did you offer in transfer? _____

P. How many credits were accepted in transfer? _____

SECTION 3

If you are currently Employed (Full-time, Part-time, and Full-time military) please fill out this section.
If you are not currently employed, go on to Section 4.

Q. What is the name of your current employer? _____

In what town is it located? _____

R. What is your title? _____

S. When did you obtain your current job? (circle one)

1 BEFORE ATTENDING OUR COMMUNITY-TECHNICAL COLLEGE
2 WHILE ATTENDING OUR COMMUNITY-TECHNICAL COLLEGE
3 AFTER GRADUATION FROM OUR COMMUNITY-TECHNICAL COLLEGE

T. Did your Community-Technical College education help you ... (circle one answer for each question)

GET A NEW JOB?	1 YES	2 NO
GET A SALARY INCREASE IN YOUR JOB?	1 YES	2 NO
GAIN A PROMOTION?	1 YES	2 NO

U. Is your present job related to your Community-Technical College program? (circle one)

1 YES 2 NO

If no, please indicate why: (circle one)

1 PREFERRED TO WORK IN ANOTHER FIELD
2 COULD NOT FIND A JOB IN FIELD OF PREPARATION
3 FOUND A BETTER PAYING JOB IN ANOTHER FIELD
4 WAS NOT SUFFICIENTLY QUALIFIED
5 REMAINED AT THE SAME JOB HELD WHILE ATTENDING
6 TOOK COURSES FOR ENRICHMENT, NOT RELATED TO JOB
7 HAVE NOT YET LOOKED FOR JOB IN FIELD (OTHER COMMITMENTS, OR STILL A STUDENT)

V. What is your current gross salary? (Do not include overtime)

Full-Time employees answer here: \$ _____ PER YEAR based on _____ HOURS PER WEEK

Part-Time employees answer here: \$ _____ PER HOUR working _____ HOURS PER WEEK
(on average)

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	DIDN'T USE OR NOT AVAILABLE
	1	2	3	4	0
The Computer Labs were open at convenient times for me while classes were in session.	1	2	3	4	0
The Computer Lab staff was generally available and helpful.	1	2	3	4	0
The Language Labs were an effective resource for me.	1	2	3	4	0
Tutors were competent and understanding of my needs.	1	2	3	4	0
Tutoring/Learning Assistance services were readily available to me.	1	2	3	4	0
Equipment used for Tutoring/Learning Assistance services was up-to-date.	1	2	3	4	0
The bookstore generally had the textbooks I needed.	1	2	3	4	0
The bookstore was open at convenient times for me.	1	2	3	4	0
Bookstore procedures for purchase, return, and special orders were well organized.	1	2	3	4	0
Bookstore personnel were generally helpful.	1	2	3	4	0
E. STUDENT LIFE					
Orientation programs were appropriate to my needs.	1	2	3	4	0
I felt that I was an integral part of the student body.	1	2	3	4	0
I found a positive attitude toward individual differences on campus.	1	2	3	4	0
Campus events were varied and interesting.	1	2	3	4	0
Many campus events were structured to encourage growth and development of all students.	1	2	3	4	0
I enjoyed the social and recreational programs at the college.	1	2	3	4	0
I benefitted from the programs and services of the student health office.	1	2	3	4	0
F. ADMINISTRATION					
My initial contact with the college was a positive experience.	1	2	3	4	0
Information I received concerning admissions was helpful and complete.	1	2	3	4	0
Information about the registration process was helpful and complete.	1	2	3	4	0
Adequate registration times were offered by the college.	1	2	3	4	0
Adequate staffing to complete registration was available.	1	2	3	4	0
The registration process was generally well organized and efficient.	1	2	3	4	0
Transcripts/grade reports were sent to me each semester in a timely manner.	1	2	3	4	0
Transcripts I requested for other institutions or employers were sent out in a timely manner.	1	2	3	4	0
The academic records I received were accurate.	1	2	3	4	0
Information I received concerning financial aid was helpful and complete.	1	2	3	4	0

	1	2	3	4	0
	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	DIDN'T USE OR NOT AVAILABLE
Information on graduation policies and procedures was clear and thorough.	1	2	3	4	0
The graduation evaluation was helpful and complete.	1	2	3	4	0
Most college administrators and staff were sensitive to my special needs and concerns.	1	2	3	4	0
G. FACILITIES					
College facilities were adequate to my educational needs.	1	2	3	4	0
College facilities were generally clean and well-maintained.	1	2	3	4	0
These facilities had up-to-date equipment:					
a.Science Labs.	1	2	3	4	0
b.Nursing/Allied Health Labs.	1	2	3	4	0
c.Computer Labs.	1	2	3	4	0
d.Engineering/Technology Labs.	1	2	3	4	0
e.Library.	1	2	3	4	0
The Cafeteria was open at convenient times for me.	1	2	3	4	0
Cafeteria food was of acceptable quality and variety.	1	2	3	4	0
Security was visible and active where needed.	1	2	3	4	0
Enough parking was generally provided for students.	1	2	3	4	0
Parking lots were well laid out and adequately lit.	1	2	3	4	0
Buildings and classrooms were easily accessible to everyone.	1	2	3	4	0

Your Comments are important to us!

If you have additional comments, please write them in the space below, or attach an additional sheet.

Thank you for taking time to fill out this survey.
Please return it in the enclosed postage-paid envelope.

The following questions are of special interest to Gateway Community-Technical College. Please complete them the same way you answered the previous section.

		Strongly Agree	Agree	Disagree	Strongly Disagree	Didn't Use Or Not Available
L-1	Courses in Composition and Communication provided an appreciation for the importance of oral and written communication in our society.	1	2	3	4	0
L-2	Courses in Math/Natural Sciences and computer literature provided an appreciation for the uses quantitative and scientific reasoning in my every day life and logical thinking.	1	2	3	4	0
L-3	Courses in Social Sciences and Humanities provided an appreciation for the cultural and social differences of various groups of citizens.	1	2	3	4	0
L-4	Overall, the types of noted courses above, will allow me to demonstrate a knowledge and understanding of scientific, historical and social phenomena.	1	2	3	4	0
L-5	Overall, the General Education courses I took provided me with a knowledge and appreciation of the aesthetic and ethical dimensions of humankind.	1	2	3	4	0
L-6	Workshops and materials on job seeking skills covering interviewing and resume writing prepared me to look for employment.	1	2	3	4	0
L-7	Adequate transfer information was available from the Counseling Department.	1	2	3	4	0

APPENDIX B

**College/System Comparison:
Goals, Education and Employment**

	GCTC	SYSTEM
Graduates	457	4368
Respondents	255	2280
Percent Return	55.8%	47.8
Achieved primary goal	82.8%	82.9%
Transfer credit	77.9	80.2
Occupational training	91.8	86.2
Professional/Skills Imp.	90.5	96.5
Career Change	74.2	73.7
Personal Enrichment	100.0	97.5
Education Level		
High School/GED	56.5%	54.6%
Some College	31.8	30.4
College Degree or Cert.	8.3	12.0
Employment		
Full-time	35.7%	38.2%
Part-time	40.8	43.9
Unemployed	22.4	17.1
Attendance		
Full-time	54.9%	48.8%
Part-time	43.9	50.5
Days	35.7	31.0
Evenings	25.9	27.2
Day & Evenings	38.0	40.9
Current Job		
Full-time	52.9%	53.3%
Part-time	22.4	25.4
Seeking Employment	11.0	7.2
Not Seeking Employment	12.5	13.3
Before Attending	17.6	22.1
While Attending	22.0	21.9
After Graduation	31.4	29.3
Education Helped Get Job	31.4	31.1
Salary Increase	12.5	16.8
Promotion	9.0	11.7
Education Helped Career	36.5	38.1
Related to Education	37.6	40.5

	GCTC	SYSTEMWIDE
Continuing Their Education	113	1024
Percentage of Respondents	44.3%	44.9%
Full-time	53.1%	49.1%
Part-time	46.9	50.9
In-state Private 4-year	33.6	18.0
CSU	29.2	33.7
CTC	20.4	19.9
Charter Oak State College	1.8	1.0
Uconn	0.9	8.3
Out of State	6.2	13.1
Other/No Response	8.0	5.6
Same/Related Major	61.1	55.7
Preparation		
Excellent	27.4%	41.0%
Adequate	46.0	32.1
Inadequate	0.9	2.1

APPENDIX C

Evaluation of Programs and Services

TABLE 1: COURSES

EVALUATION MEASURE	SD	D	A	SA	NR
Courses in my major provided the information I need to succeed in the field.	0.4	4.7	58.4	30.2	6.3
There was an adequate number of courses to select from to fulfill my major.	3.1	14.5	58.0	21.6	2.8
Required courses were available at convenient times for me.	4.7	14.9	56.1	22.0	2.4
In most of my major courses, grades generally reflected effort and quality of performance.	0.8	6.3	60.4	32.5	0.0
Tests adequately covered the materials presented in the courses.	0.0	1.6	71.0	27.1	0.4
Textbooks and other materials were appropriate to each course in content and level of writing.	0.8	11.0	66.7	21.6	0.0
There were a number of useful and interesting courses outside the major from which to choose electives.	3.5	23.1	47.8	19.6	5.9

TABLE 2: FACULTY

EVALUATION MEASURE	SD	D	A	SA	NR
Most faculty showed an understanding and depth of the subject matter they were teaching.	0.4	3.9	63.5	31.8	0.4
Most faculty clearly expressed and related the concepts of the material they were teaching.	0.4	8.2	62.7	28.2	0.4
Most faculty members assisted me in meeting my educational goals.	0.0	9.8	58.8	30.2	1.2
Most faculty members showed concern for me as an individual.	0.8	13.3	54.9	30.6	0.4
Most faculty members were available to me outside of class.	0.4	12.9	55.3	27.8	3.5

TABLE 3: COUNSELING

EVALUATION MEASURE	SD	D	A	SA	NR
Adequate counseling existed to help me explore career opportunities for my future.	4.3	16.1	42.0	14.1	23.5
Adequate counseling existed to help me deal with personal problems.	3.5	12.2	24.7	7.1	52.6
Course and program advice I received helped me clarify and achieve my educational goals.	5.9	12.9	51.8	11.4	18.1
Adequate career services were available to me on my campus.	4.2	9.9	11.3	2.8	71.8
Job placement services met my needs.	3.9	10.6	15.7	5.5	64.3
Counseling Personnel were usually helpful and understanding.	2.7	10.6	41.2	12.2	33.3

TABLE 4: LEARNING RESOURCES

EVALUATION MEASURE	SD	D	A	SA	NR
The college library contained the materials I needed to complete most course assignments.	0.8	7.1	58.0	22.7	0.4
The college library was open at convenient times for me while classes were in session.	3.5	7.5	54.1	28.6	6.3
The library staff was generally available and helpful.	0.4	6.7	52.2	28.6	8.2
Most of the time, the library was a good place to study.	1.6	4.3	58.0	25.1	11.0
The Computer Labs had the software I needed to complete course assignments.	1.2	4.3	36.9	20.0	37.7
The Computer Labs had an adequate number of workstations available.	3.9	10.2	32.5	15.7	37.7
The Computer Labs were open at convenient times for me while classes were in session.	1.2	9.4	35.7	16.5	37.3
The Computer Lab staff was generally available and helpful.	1.6	11.8	35.3	10.2	41.2
The Language Labs were an effective resource for me.	-	-	-	-	-
The Language Labs were open at convenient times for me while classes were in session.	-	-	-	-	-
Tutors were competent and understanding of my needs.	0.8	3.9	22.0	8.6	64.7
Tutoring/Learning Lab services were readily available to me.	1.6	6.7	19.6	11.4	60.8
Equipment used for Tutoring/Learning Assistance was up-to-date	0.8	3.5	24.3	9.8	61.6
The bookstore generally had the textbooks I needed.	2.0	5.1	61.6	27.5	3.9
Bookstore was open at convenient times.	2.7	17.3	57.6	18.4	3.9
Bookstore procedures well organized.	4.7	13.7	60.8	15.7	5.1
Bookstore personnel were generally helpful.	3.5	8.2	64.7	17.3	6.3

TABLE 5: STUDENT LIFE

EVALUATION MEASURE	SD	D	A	SA	NR
Orientation programs were appropriate to my needs.	0.8	3.5	49.0	10.6	36.1
I felt that I was an integral part of the student body.	2.7	20.0	44.3	9.4	23.5
I found a positive attitude toward individual differences on campus.	2.0	11.4	54.5	10.6	21.6
Campus events were varied and interesting.	3.1	11.3	34.5	3.5	47.1
Many campus events were structured to encourage growth and development of all students.	2.4	11.8	36.1	4.7	45.1
I enjoyed the social and recreational programs at the college.	2.0	6.7	23.1	4.7	63.6
I benefitted from the programs and services of the student health office.	0.4	9.0	18.8	7.5	64.3

TABLE 6: ADMINISTRATION

EVALUATION MEASURE	SD	D	A	SA	NR
My initial contact with the college was a positive experience.	1.2	6.3	63.5	25.5	3.5
Information I received concerning admission was helpful and complete.	2.7	8.2	62.4	26.3	0.4
Information about the registration process was helpful and complete.	2.7	11.4	60.8	23.9	1.2
Adequate registration times were offered by the college.	8.2	16.1	49.8	24.7	1.2
Adequate staffing to complete registration was available.	9.0	18.0	50.6	21.6	0.8
The registration process was generally well organized and efficient.	10.6	18.8	50.6	18.4	1.6
Transcripts/grade reports were sent to me each semester in a timely manner.	2.4	3.1	63.5	27.1	3.9
Transcripts I requested for other institutions or employers were sent out in a timely manner.	2.4	4.7	45.9	22.7	24.3
The academic records I received were accurate.	0.8	3.1	56.9	34.5	4.7
Information I received concerning financial aid was helpful and complete.	2.4	5.1	29.8	18.8	43.9
Information on graduation policies and procedures was clear and thorough.	4.3	11.4	53.3	23.9	7.1
The graduation evaluation was helpful and complete.	2.7	4.7	57.6	23.5	11.4
Most college administrators and staff were sensitive to my special needs and concerns.	0.8	13.7	53.7	20.8	11.0

TABLE 7: FACILITIES

EVALUATION MEASURE	SD	D	A	SA	NR
College facilities were adequate to my educational needs.	0.4	6.3	66.7	23.1	3.6
College facilities were generally clean and well-maintained.	3.5	10.2	61.2	16.9	8.3
These facilities had up-to-date equipment:					
a. Science Labs	0.8	5.5	36.1	6.7	51.0
b. Nursing/Hlth Labs.	1.2	3.5	18.0	3.9	73.3
c. Computer Labs	0.8	9.0	34.5	14.5	41.2
d. Eng./Tech Labs	2.4	3.1	21.2	5.1	68.2
g. Library	3.5	7.0	62.7	13.4	13.4
The cafeteria was open at convenient times for me.	3.1	15.7	58.0	13.7	9.4
Cafeteria food was of acceptable quality and variety.	7.1	18.0	48.2	8.6	18.1
Security was visible and active where needed.	6.3	10.6	58.4	20.0	4.7
Enough parking was generally provided for students.	14.1	16.5	51.0	13.7	4.7
Parking lots were well-laid out and adequately lit.	9.0	15.7	58.0	12.9	4.3
Buildings and classrooms were easily accessible to everyone.	1.6	2.4	68.6	23.9	3.6

TABLE 8: COLLEGE SPECIFIC QUESTIONS

EVALUATION MEASURE	SD	D	A	SA	NR
Courses in Composition and Communication provided an appreciation for the importance of oral/written communication in our society	0.0	3.9	51.8	32.2	12.3
Courses in Mathematics and Natural Science provided an appreciation for the uses of quantitative and scientific reasoning in my every day life and logical thinking	1.6	7.5	54.9	23.1	13.0
Courses in Social Sciences and Humanities provided an appreciation for the cultural and social differences of various groups of citizens	3.4	5.1	49.8	23.9	20.8
Overall, the types of courses noted above will allow me to demonstrate a knowledge and understanding of scientific, historical and social phenomena	0.0	5.5	58.0	23.5	13.0
Overall, General Education courses I took provided me with a knowledge and appreciation of the aesthetic and ethical dimensions of humankind	0.4	5.9	52.5	23.5	17.7
Workshops and materials on job seeking skills covering interviewing and resume writing prepared me to look for employment	1.2	6.3	28.2	9.8	54.6
Adequate transfer information was available from the Counseling Department	3.5	7.5	32.9	12.5	43.6

APPENDIX D

Evaluation Measures With Greater Than 20% Not Used/Non-Response

Evaluation Measure	GCTC	SYSTEMWIDE
	%	%
Adequate career counseling	23.5	14.3
Adequate personal counseling	51.6	41.1
Adequate career services were available	36.9	42.9
Counselors helpful & understanding	33.3	17.9
Computer labs adequate software	37.7	7.1
Computer labs adequate stations	37.7	5.4
Computer lab times convenient	37.3	5.4
Computer staff available & helpful	41.2	7.1
Tutors competent & understanding	64.7	60.8
Tutors/Learn Labs available	60.8	50.0
Tutor/Learn Lab equipment up to date	61.6	
Orientation adequate	36.1	26.8
Felt integral part student body	23.5	7.2
Attitude toward differences	21.6	14.3
Events varied & interesting	47.1	28.6
Events encouraged development	45.1	26.8
Enjoyed social & rec. programs	63.6	37.5
Benefit from student health office	64.3	71.4
Transcripts to others timely	24.3	35.7
Financial aid info complete	43.9	37.5
Science Lab equip up to date	51.0	14.3
Nursing/Health lab equip up to date	73.3	85.2
Computer lab equip up to date	41.2	7.2
Engineer lab equip up to date	68.2	7.2

APPENDIX E

Mean Responses on Evaluation Measures

(Excludes Non-Responses)

Evaluation Measure	GCTC		SYSTEMWIDE	
	N	Mean	N	Mean
Major courses provide info to succeed	239	1.21	2095	1.16
Adequate number of major courses	248	0.83	2206	0.87
Required course times convenient	249	0.78	2219	0.67
Grades show effort & performance	255	1.18	2221	1.23
Tests cover material	254	1.24	2238	1.16
Texts were appropriate	255	0.97	2226	1.00
Useful and interesting electives	240	0.60	2105	0.86
FAC understanding & depth of subject	254	1.23	2247	1.31
FAC clearly express concepts	254	1.11	2242	1.23
FAC assisted me in educational goals	252	1.11	2213	1.21
FAC showed concern for individual	254	1.02	2218	1.07
FAC available outside class	246	1.01	2129	1.12
Adequate career counseling	195	0.59	1604	0.60
Adequate personal counseling	121	0.41	927	0.48
Course & program advice helpful	209	0.61	1696	0.72
Adequate career services available	161	0.61	1124	0.56
Job placement met my needs	91	0.23	635	0.02
Counselors helpful & understanding	170	0.74	1367	0.89
Library had needed materials	226	1.07	2040	0.99
Library times convenient	239	1.03	2104	1.02
Library staff available & helpful	234	1.20	2051	1.16
Library good place to study	227	1.13	1889	0.97
Computer labs adequate software	159	1.13	1377	1.13
Computer labs adequate stations	159	0.74	1363	0.73
Computer lab times convenient	160	0.91	1413	0.92
Computer staff available & helpful	150	0.69	1349	0.86
Tutors competent & understanding	90	0.96	729	0.99
Tutors/Learn Labs available	100	0.83	903	1.04
Tutor/Learn equip up to data	98	1.01	713	1.02
Bookstore had needed texts	245	1.12	2136	1.13
Bookstore times convenient	245	0.75	2162	0.72
Bookstore procedures well organized	242	0.73	2090	0.82
Bookstore personnel helpful	239	0.90	2138	0.99
Orientation adequate	163	1.02	1294	0.93
Felt integral part student body	195	0.49	1679	0.52
Positive attitude toward differences	200	0.77	1772	0.87
Events varied & interesting	135	0.44	1295	0.71
Events encouraged development	140	0.53	1294	0.74
Enjoyed social & rec. programs	93	0.60	890	0.71
Benefit from student health office	91	0.67	404	0.64
Initial CTC contact positive	246	1.10	2124	1.09
Admissions info complete	254	1.02	2177	1.00
Registration info complete	252	0.93	2181	0.90
Registration times adequate	252	0.67	2193	0.70
Registration staffing adequate	253	0.58	2193	0.42
Registration process efficient	251	0.48	2183	0.42
Transcript/grades to me timely	245	1.14	2168	1.03
Transcripts to others timely	193	1.08	1637	1.00

Evaluation Measure	GCTC		SYSTEMWIDE	
	N	Mean	N	Mean
Academic records accurate	243	1.27	2096	1.24
Financial aid info complete	143	1.03	1162	0.93
Grad info clear & thorough	237	0.87	2116	0.92
Grad evaluation helpful & complete	226	1.07	1629	1.00
Admin/Staff sensitive to needs	227	0.90	1892	1.00
Facilities adequate	246	1.10	2165	1.11
Facilities clean	234	0.85	2139	1.06
Science Lab equip up to date	125	0.86	1183	0.91
Nursing/Health lab equip up to date	68	0.75	561	0.80
Computer lab equip up to date	150	0.90	1357	0.97
Engineer lab equip up to date	81	0.74	570	0.75
Library equip up to date	220	1.10	1908	1.05
Cafeteria times convenient	231	0.70	1856	0.87
Cafeteria food acceptable	209	0.41	1693	0.68
Security visible & active	243	0.79	2050	0.60
Parking space adequate	243	0.35	2191	0.05
Parking well laid out & lit	244	0.52	2178	0.29
Buildings/classes accessible	246	1.15	2200	1.05